

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE PLANNING AREA 5**

QUALITY IMPROVEMENT COMMITTEE

May 01, 2012

AGENDA

- | | |
|---|----------------|
| I. Welcome and Introductions | Monika/Jessica |
| II. Review of Minutes | All |
| III. Program Announcements | All |
| • SA5 Agency Coordination Trouble Shooter | |
| IV. DMH Updates | Karen Williams |
| V. Quality Assurance | Monika/Jessica |
| • QA Bulletin, March 23, 2012, No. 212-02,
HIPAA 5010 Compliance | |
| • QA Bulletin, March 30, 2012, No. 12-03,
PEI CORS and other Short Term Evidence Based
Practices: Completing Assessments and Client Care
Plans | |
| VI. Quality Improvement | Monika/Jessica |
| • QI Implementation Status Report No. 11.IV.1:
Medication Support Services, Dated 11/22/2011 | |
| • QI Implementation Status Report No. 11:
Co-Occurring Disorders (Substance Use) (COD),
Dated 12/7/2011 | |
| • CAEQRO – Site Review Visit, April 16 to April 19, 2012 | |
| • Quality Improvement Work Plan CY 2011 | |
| VII. Parameters for Clinical Programs | Monika/Jessica |
| • 4.15 Assessment and Integration of Spiritual Interests
Of Clients in Their Recovery, Feb. 23, 2012 | |

VIII. Next QIC Meeting

Monika/Jessica

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, July 10, 2012 at Didi Hirsch CMHC, 4760 S. Sepulveda Blvd. in Culver City from 9:00AM - 11:00AM.

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 5 Quality Improvement Committee
Minutes

Type of Meeting	Quality Improvement Committee		Date	May 01, 2012
Place	Didi Hirsch CMHC 4760 S. Sepulveda Blvd., Culver City		Start Time	9:00 AM
Chairperson	Monika Johnson; Co-Chair Jessica Wilkins		Adjournment	11:00AM
Members Present	Jessica Wilkins, Alcott Center; Brian Sawisville, Didi Hirsch; Monika Johnson, DMH; Timothy Beyer, DMH; Thang Nguyen, DMH; Audra Casabella, DMH; Sarah Mitchell, DMH; Nilsa Gallardo, Edelman - Adult; Patrice Grant, Edelman – Child; Eloisa Ramos Robles, Exceptional Children's Foundation; Nicole Salazare, Exodus Recovery; Lipton Ellner, Homes For Life Foundation; Susan Strom, OPCC; Desiree Gonzalez, OPCC; Michi Okano, Pacific Asian Counseling Services; Martha Andreani, St. John's CFDC; Brooke Mathews, St. Joseph Center; Dorothy Berndt, St. Joseph Center; Elly Baidoo, Step Up on Second; Cheryl Carrington, Vista Del Mar; Keith Miller, WCIL; Melody Levian, WISE & Healthy Aging.			
Excused Members	Kristi Rangel, Alcott Center; Karen Williams, DMH; Bonnie McRae, Edelman – Child; Linnea Shapiro Fuchs, Exceptional Children's Foundation; Kathy Shoemaker, Exodus Recovery; LeeAnn Skorohod, Exodus Recovery; David Kneip, Exodus Recovery; Anahita Saadatfard, Homes for Life Foundation; Sharon Greene, St. John's CFDC; Nick Maiorino, St. Joseph's Center; Julie Connella, St. Joseph Center; Barbara Bloom, Step Up on Second; Jennifer Levine, WISE & Healthy Aging; Kathy Osburn, WISE & Healthy Aging.			
Absent Members	Stephanie Yamada, Pacific Asian Counseling Services; Yvette Willock, Pacific Clinics; Kim Farnham, The Help Group; Melissa Fernandez, The Help Group; Brenda Pitchford, UCLA Ties for Adoption; Paisha Allmendinger, UCLA Ties for Adoption; Susan Edelstein, UCLA Ties for Adoption.			
Agenda Item & Presenter	Findings and Discussion		Decisions/ and Recommendations/ Scheduled Task	Person Responsible/Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.		Introductions were made	Monika Johnson QIC Membership

QIC Meeting

Date: May 01, 2012

Page 2

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Review of Minutes and Handouts	Minutes were reviewed and approved for March, 2012. The Trouble Shooter Roster was updated.	Final approved Minutes for January, 2012 were distributed.	QIC Membership Monika Johnson

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Improvement	<ul style="list-style-type: none">• CAEQRO – Review, April 16 – 19, 2012 in SA 2 and SA 5 Monika and Jessica asked providers about their experiences with the CAEQRO review. Providers shared about the various meetings that took place at the Edelman MHC, at St. Joseph's Center, and at the WLA SA5 Administrative Office. They reported that the meetings were well attended, and the experiences were positive. One provider from the Directly Operated Clinic shared that access and timeliness had been a big focus at the Edelman Clinic during the last year. As a result, waiting lists for mental health services and psychiatric appointments were either eliminated or significantly reduced for most services. The clinics also implemented various tracking logs to assure accountability. A provider from St. Joseph's Center gave a brief overview of the experiences at their site and indicated that the Integrated Mobile Health Team (IMHT) innovation program is in the inception stage, and that reviews were positive.		Providers

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
---------------------------	-------------------------	---	------------------------------

Quality Improvement	<p>Timothy Beyer from the Quality Improvement Division gave a brief overview of meetings that took place at the DMH Headquarter, and in SA2. He stated that a draft report will be issued in approximately 2 months, and the Final EQRO Evaluation Report in about 90 days. The Final Report will contain specific recommendations.</p> <ul style="list-style-type: none"> • QI Implementation Status Report No. 11.IV.1: Medication Support Services, Dated 11/22/2011 • QI Implementation Status Report No.11: Co-Occurring Disorders (Substance Use) (COD), Dated 12/7/2011 • Quality Improvement Work Plan CY 2011 • Quality Improvement Work Plan CY 2012 (Draft Version) <p>Monika and Jessica facilitated a discussion about the Work Plans for FY 2011 and FY 2012. The group was encouraged to consider the areas being monitored, to compare Plans to identify progress and areas of needed improvement, and to reflect on ways to meet the new goals for FY 2012.</p>	<p>Copies of the QI Status Reports were provided, and briefly reviewed with providers.</p> <p>Copies of both Work Plans were handed out, reviewed, and compared. It was noted that the draft version of Work Plan CY 2012 may still undergo some minor changes. The group planned to continue to discuss how the issues and goals addressed in</p>	<p>Quality Improvement Division, Timothy Beyer</p> <p>Providers</p> <p>Providers</p>
----------------------------	--	--	--

QIC Meeting

Date: May 01, 2012

Page 5

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
----------------------------------	--------------------------------	--	-------------------------------------

Quality Improvement	<p>Timothy Beyer encouraged the group discussion, gave an overview of the 2012 Work Plan, and answered data oriented questions raised by providers about access, timeliness, quality, and outcome. Since several new members attended the QIC, Timothy Beyer also explained quality improvement measures in more detail such as the definitions and significance of penetration rate vs. retention rate, etc.</p> <p>Timothy Beyer also alerted providers that the Demographic Needs Assessment Report will soon be posted on the website.</p>	<p>the 2012 Work Plan are impacting consumers in Service Area 5, and how these issues are being addressed by each agency.</p> <p>Monika will send the e-mail link to the Providers regarding the QI Evaluation Report for FY2011 and the Work Plan Goals for 2012 once it is posted on the DMH website.</p> <p>Timothy Beyer will send the e-mail link once it is posted on the DMH website.</p>	Timothy Beyer Monika Johnson
----------------------------	--	--	---------------------------------

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
---------------------------	-------------------------	---	------------------------------

Quality Assurance	<ul style="list-style-type: none"> • QA Bulletin, March 23, 2012, No. 12-02, HIPPA 5010 Compliance Jessica reminded providers that HIPAA is a federal mandate and not a DMH mandate, and that the QA Bulletin refers to changes to the Integrated System (IS) for Outpatient and Day Treatment claims as well as for Inpatient claims. • QA Bulletin, March 30, 2012, No. 12-03 PEI CORRS and other Short Term Evidence Based Practices: Completing Assessments and Client Care Plans Jessica and Monika reviewed with providers the Bulletin and referred to the various key points. Jessica reported back from a discussion in the last QIC Chairs meeting where it was explained that although some EBPs may last a few days/weeks longer than 2 months, the strict definition of 2 months for utilizing the Short Assessment form will be applied. 	<p>A copy of the QA Bulletin No. 12-02 was distributed and important changes were discussed.</p> <p>A copy of the QA Bulletin No. 12-03 was distributed and reviewed.</p>	Providers
--------------------------	--	---	-----------

QIC Meeting

Date: May 01, 2012

Page 7

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Assurance</p>	<p>• Audits/ Reviews</p> <p>Monika and Jessica led a discussion about recent audit experiences and any suggestions to share with other providers.</p> <p>One agency provider reported about a recent audit with the Auditor Controller. Another agency reported that they recently had an unexpected and unannounced audit by DHS.</p> <p>Some providers reported that they have had an increase in records being subpoenaed, and in being ordered to go to court on behalf of consumers in court ordered treatment. The group discussed when these services may be billed to Medi-Cal, when they may not, when they may be considered administrative, and how the time spent doing non-billable activities is impacting providers availability to deliver Medi-Cal billable services.</p> <p>Monika and Jessica asked the group if there were any QA questions. One provider asked for assistance in how to interpret the Legal Status Codes required on the Open Outpatient Episode form. Monika and Jessica suggested the question should be forwarded to DMH.</p>	<p>Monika reminded providers that if they are told that they will be audited, the provider agency should contact Jen Hallman to ensure that LACDMH is aware of it.</p> <p>Jessica suggested the provider e-mail the question to Monika so that it can be forwarded to the QA Division, who may forward it to another DMH department if they do not have the answer. The provider agreed to do so.</p>	<p>Providers</p> <p>Provider</p>

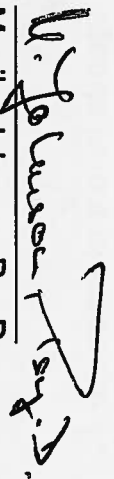
QIC Meeting

Date: May 01, 2012

Page 8

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Next Meeting	The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, July 10, 2012 at Didi Hirsch CMHC, 4760 S. Sepulveda Blvd. in Culver City from 9:00AM – 11:00AM.	N/A	N/A

Respectfully Submitted,


Monika Johnson, Psy.D.


Jessica Wilkins, MFT